

G-4204A-06-0463
G-4204A-06-0013
G-4204A-05-0831

ORIGINAL



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 55584

Date: 9/27/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Charlotte

Baker

Account Name:

Charlotte Baker

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Winslow

CBR:

State:

AZ

Zip: 86047

is:

Utility Company:

Unisource ** Energy Services (UNS)

Division:

Gas

Contact Name:

Annette Setherley

Contact Phone: [REDACTED]

Nature of Complaint:

***** G-4204A-06-0463 *****

Customer sent the following e-mail to the Commission -

I find the request by the UniSource Energy Services for higher rates to be unrealistic. All they are doing is trying to equalize their income year around. In a way they are forcing everyone to pay higher rates all year. For most of us, the summer is when we have high electric bills, having a lower gas bill is the only way we can adjust our budgets to the higher electricity by paying a lower gas bill, which has doubled since UES took over from Southwest Gas. (if you remember, you gave them a rate hike right after they took over) The customer charge in the summer would raise my \$25 bill with only 12cfms consumed to \$45. That is a big increase! When you consider we are paying increased water, with summer rates and higher electric rates because of summer heat.

Please also consider the fact that gas prices are dropping.

Thank you
Charlotte Baker

[REDACTED]
winslow, Az

End of Complaint

Arizona Corporation Commission

DOCKETED

OCT - 4 2006

DOCKETED BY

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Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

2006 OCT - 4 P 2:43

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sent following e-mail to customer -

Ms. Baker -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding Unisource Energy Services rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 9/29/2006

Opinion No. 2006 - 55584
